

# AIRDAT PASSPORT Driver - Help Guide

Sydney Airport 

## Getting Started:

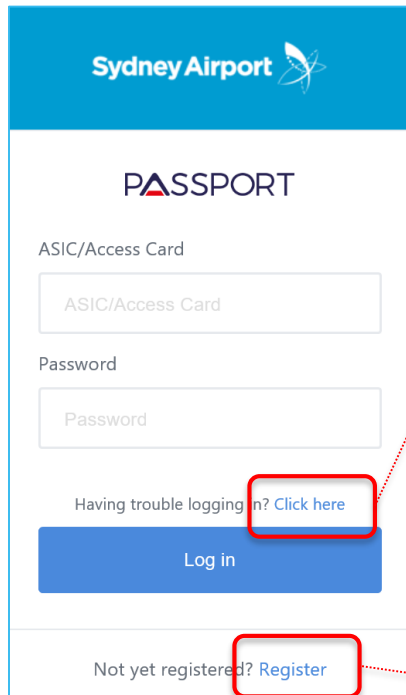
- 1
  - a) Register & logging in
  - b) Dashboard View
  - c) Edit / Update Profile
- 2 How to make a booking
- 3 FAQ's
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# AIRDAT PASSPORT – Drivers GETTING STARTED

LOG IN /  
REGISTER

<https://www.airdat.org/> > Select Sydney Airport > Select Passport



Sydney Airport 

PASSPORT

ASIC/Access Card

ASIC/Access Card

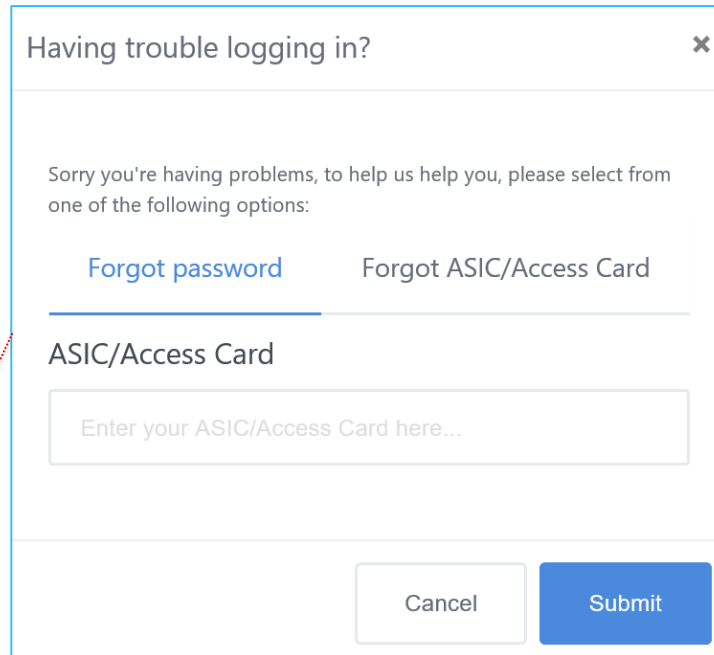
Password

Password

Having trouble logging in? [Click here](#)

Log in

Not yet registered? [Register](#)



Having trouble logging in? ×

Sorry you're having problems, to help us help you, please select from one of the following options:

[Forgot password](#) [Forgot ASIC/Access Card](#)

ASIC/Access Card

Enter your ASIC/Access Card here...

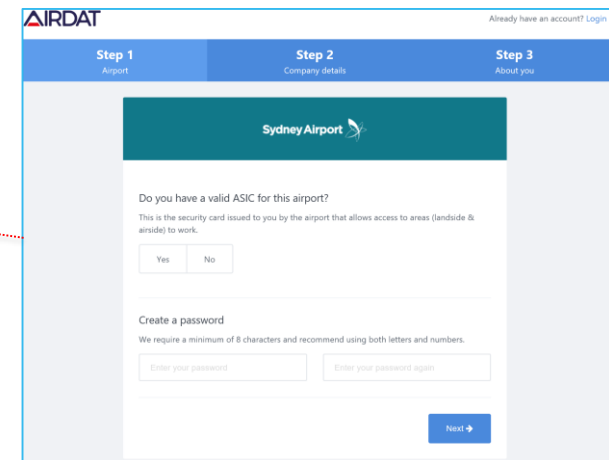
Cancel Submit

Where possible we have migrated driver data from our existing systems into AirDat, meaning we may have already created a log in and profile for you.

When logging in for the first time, please click on **“Having trouble logging in? Click Here”**. This will allow you to try and reset your password using either your ASIC/Access number or email address.


If we have successfully migrated your information into the Passport, you will receive an email to re-set your password; however if you do not receive this email, you will need to register yourself.

If you experience issues trying to log in or register to AirDat Passport, please email us [airdat@syd.com.au](mailto:airdat@syd.com.au) or contact us on 02 9667 9079



AIRDAT Already have an account? Login

Step 1 Airport Step 2 Company details Step 3 About you

Sydney Airport 

Do you have a valid ASIC for this airport?  
This is the security card issued to you by the airport that allows access to areas (landside & airside) to work.

Yes No

Create a password  
We require a minimum of 8 characters and recommend using both letters and numbers.

Enter your password Enter your password again

Next →

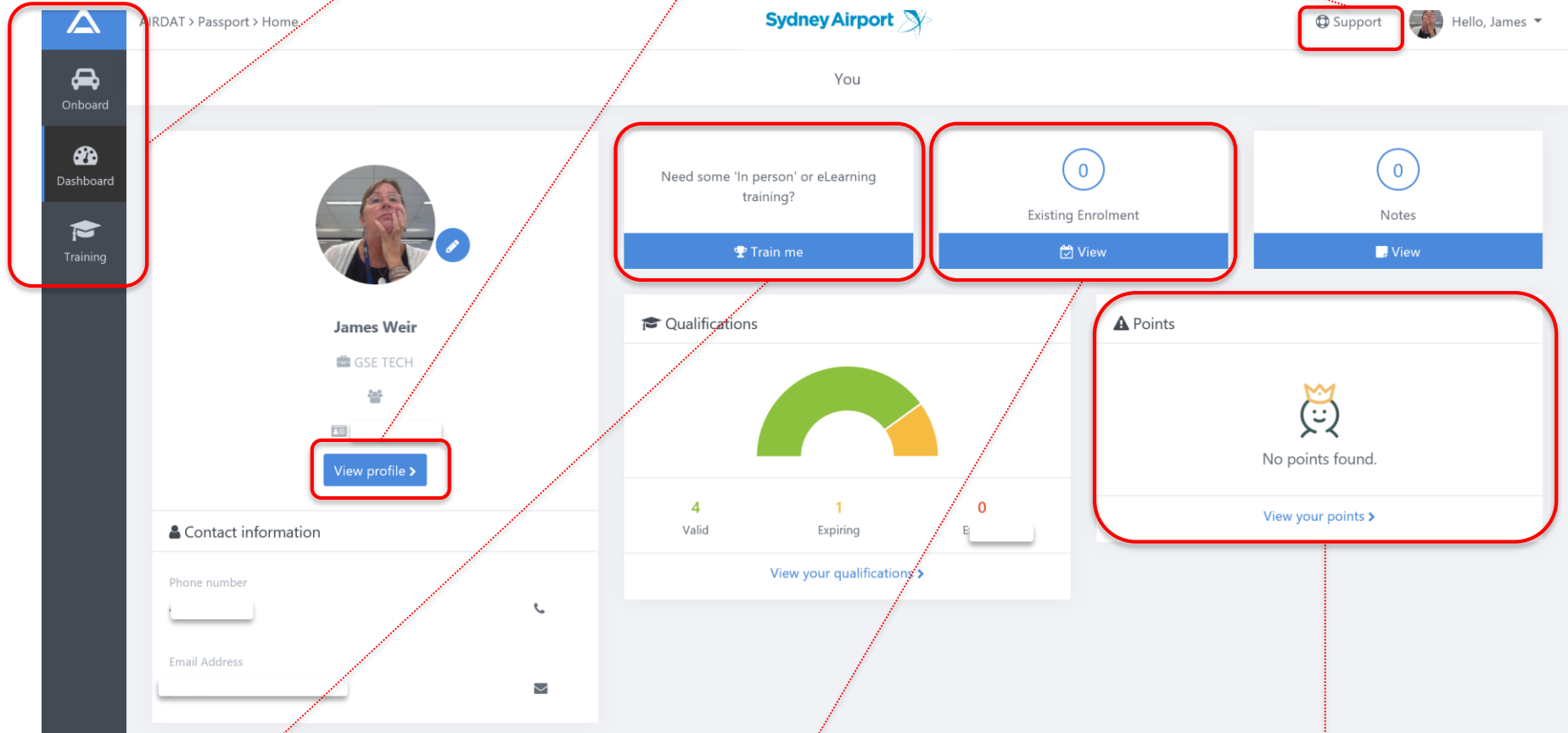
# AIRDAT PASSPORT – Drivers GETTING STARTED

## DASHBOARD VIEW

Navigation Toolbar

View / Edit profile

Access a range of support articles or email AirDat directly



The screenshot shows the Sydney Airport AirDat Passport dashboard for a user named James Weir. The dashboard is divided into several sections:

- Navigation Toolbar:** Located on the left, it contains links to 'Onboard', 'Dashboard', and 'Training'.
- User Profile:** At the top left, it shows the user's name 'James Weir', a profile picture, and a 'View profile >' button.
- Need some 'In person' or eLearning training?:** A section with a 'Train me' button.
- Existing Enrolment:** A section with a 'View' button.
- Notes:** A section with a 'View' button.
- Qualifications:** A section showing a progress gauge with 4 'Valid' and 1 'Expiring' qualifications, and a 'View your qualifications >' link.
- Points:** A section showing 'No points found' and a 'View your points >' link.
- Support:** A link in the top right corner to access support articles or email AirDat directly.

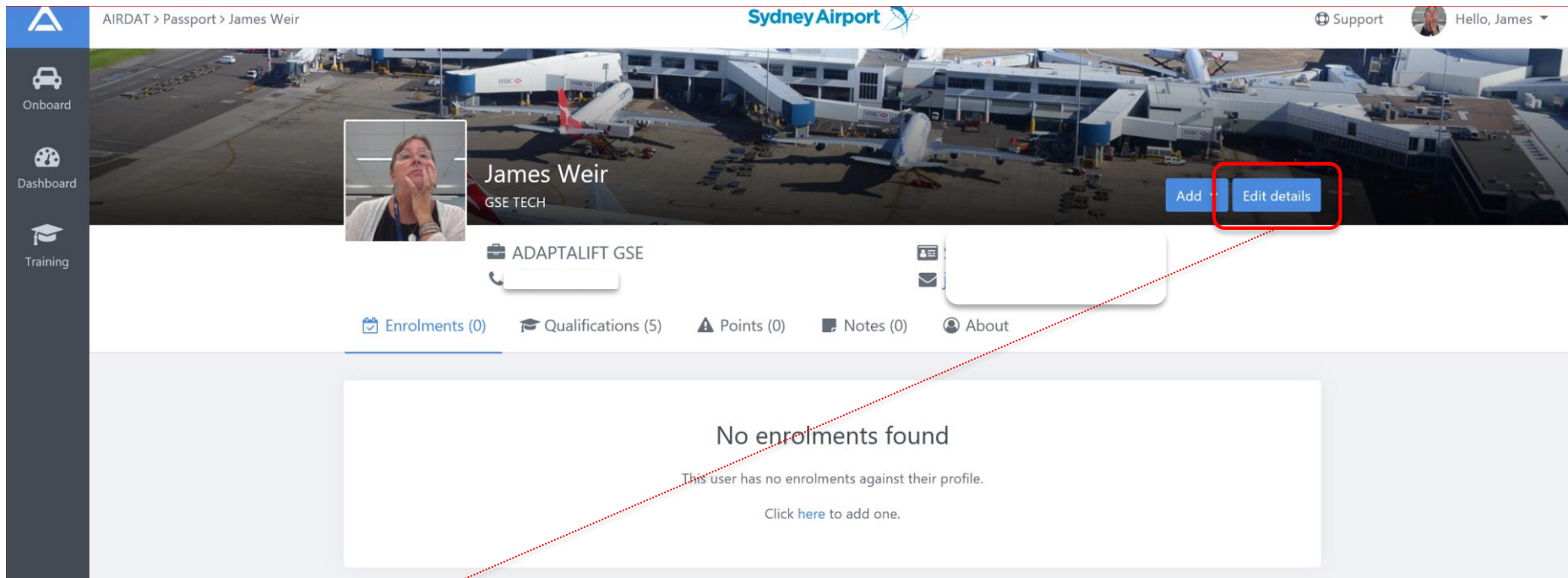
Click here to make a course booking

Click here to view current enrolments / bookings

Shows your current infringements points

# AIRDAT PASSPORT – Drivers GETTING STARTED

VIEW/EDIT  
PROFILE



## Edit details

Details

Credentials

Profile picture

Employer

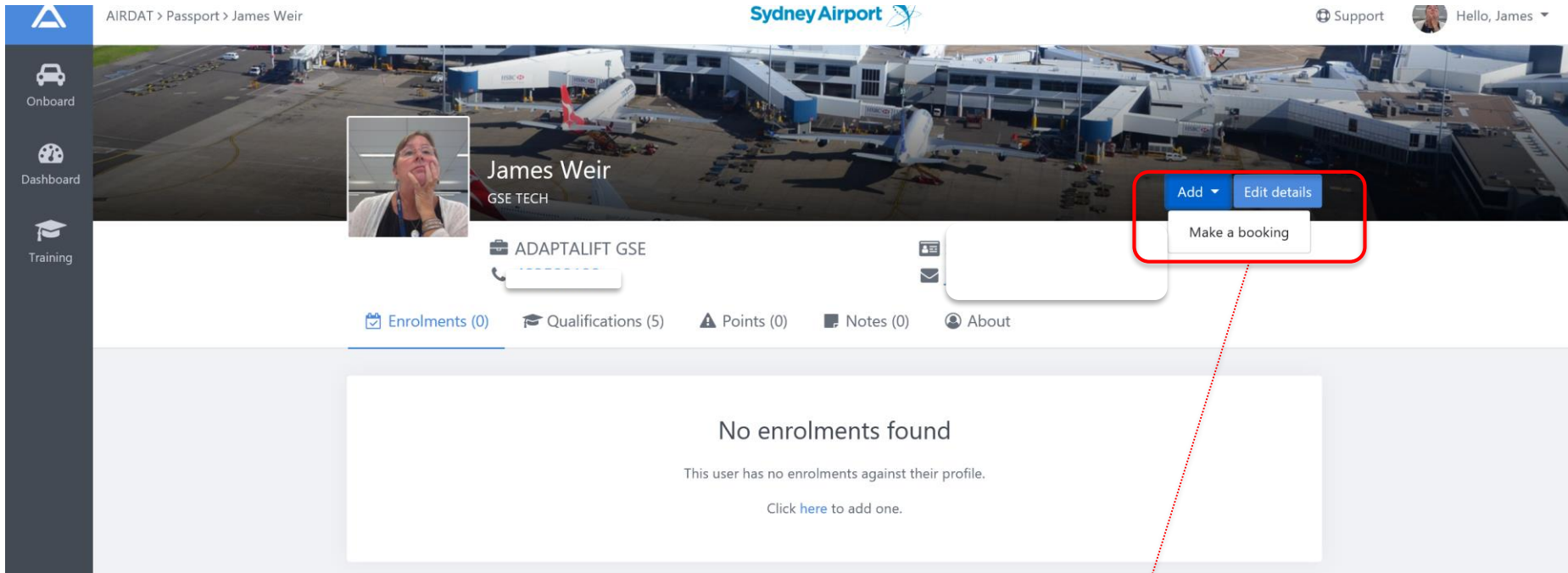
DETAILS – update email, phone, drivers license

CREDENTIALS – update password


EMPLOYER – your job title and managers contact details

# AIRDAT PASSPORT – Drivers BOOKINGS

## HOW TO MAKE A BOOKING



AIRDAT > Passport > James Weir


Sydney Airport 

Support Hello, James ▾

Onboard

Dashboard

Training

 James Weir  
GSE TECH

ADAPTALIFT GSE

Enrolments (0) Qualifications (5) Points (0) Notes (0) About

No enrolments found

This user has no enrolments against their profile.

[Click here](#) to add one.

Add ▾ Edit details

Make a booking

1. Go to your profile page
2. Click ADD
3. Make a booking

# AIRDAT PASSPORT – Drivers BOOKINGS

## HOW TO MAKE A BOOKING

### Training enrolment

Please select course

Search for a course by name, or quickly choose from your most recent

 Filter (0 applied)

Course name ↕

Type ↕

CAT 2 eLearning - Step 1

[View description](#)

eLearning

[Choose course](#)

CAT 2 Practical - Step 2

[View description](#)

In Person

 Skills required

CAT 2 Theory - Step 3

[View description](#)

In Person

 Skills required

4. Search or select the course you want to book into
5. Click “Choose Course”
6. Select date and time for course and click “Continue”
7. Review booking – this page will outline course price, date/time, location and any important information relating to the course (i.e. what to bring to your assessment)
8. Click “Confirm Booking”
9. You will receive an email notification of your booking



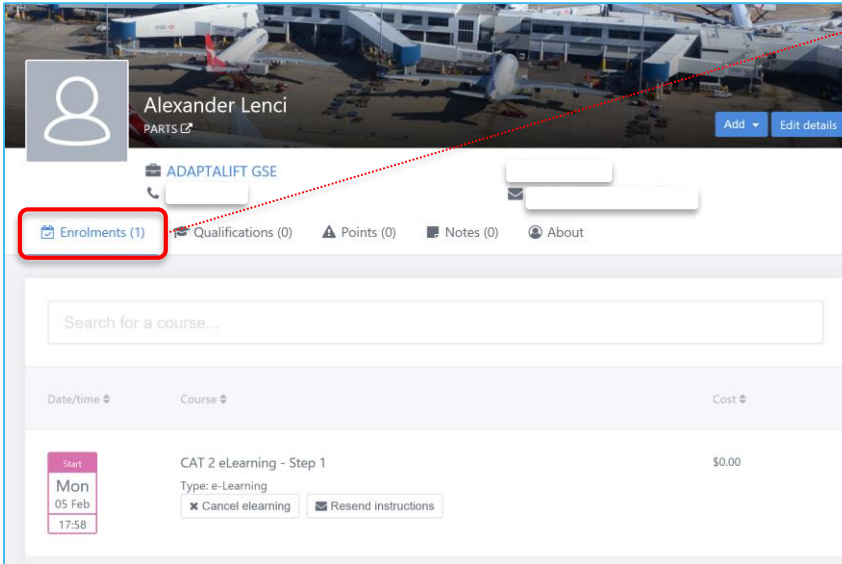
**Please note:** All Drivers are now required to take a mandatory eLearning Airside Driver Awareness Course BEFORE being able to book into a theory or practical assessment. This eLearning course can be done online from anywhere.


You will only be able to book into a course if you meet all the required course pre-requisites. Courses that are not yet available to you will display a warning “SKILLS REQUIRED” – please complete the required pre-requisites to book into these courses








# AIRDAT PASSPORT – Drivers BOOKINGS

## HOW TO MAKE A BOOKING






Alexander Lenci  
PARTS 

ADAPTALIFT GSE

 Enrolments (1)  Qualifications (0)  Points (0)  Notes (0)  About

Search for a course...

Date/time	Course	Cost
 Start Mon 05 Feb 17:58	CAT 2 eLearning - Step 1 Type: e-Learning  Cancel eLearning  Resend instructions	\$0.00

The booking is now confirmed and will be shown under “Enrolments” on your profile

### PAYMENTS & CANCELLATIONS:

Payment is captured at the time of booking and must be paid online via credit card OR can be paid by invoice (if your company has an account with Sydney Airport)

Bookings can be cancelled and money refunded if more than 24 hours out from the course.

You will not be able to cancel a booking within the 24 hour cancellation period.

No refunds will be processed for no-shows, fails or failure to cancel before the 24 hour cancellation period.



**Please note:** Some companies may choose to restrict course bookings to company admins only. If you are unable to book into a course, please contact your manager or company admin to discuss.

# AIRDAT PASSPORT – Drivers FAQ

## FAQ's

**Q:** Who do I contact if I have difficulty registering or logging in initially?

**A:** Contact the Sydney Airport Airside Driving Centre via [airdat@syd.com.au](mailto:airdat@syd.com.au) or 02 9667 9079.

**Q:** I'm trying to book a course, but am not able to – what's going on?

**A:** There are 2 reasons you may not be able to book a course:

- 1) Have you completed all the course pre-requisites?
- 2) Has your company restricted bookings to be made only by the company admins? If you are unsure please contact your company administrator.

**Q:** Can I cancel my bookings without being charged or penalised?

**A:** Yes, however it must be cancelled outside the 24 hour cancellation period. If within the 24 hour cancellation period, refunds or cancellations will be granted under any circumstances.

**Q:** If I fail my course, how long til I can re-book to sit it again?

**A:** The 72 hour lock out still applies.

**Q:** What assessments am I required to complete in order to be qualified?

**A:** You can download an assessment workflow for all ADA categories on the [Airside Driving Centre website](#)



## FAQ's

**Q:** Do I need to complete the new eLearning Course?

**A:** Yes, this is a new pre-requisite that must be completed by all candidates in order to book into a theory or practical assessment. It must be completed every 2 years (for a renewal ADA) or upon your first application. To complete the eLearning you must review every slide and achieve 80% in the assessment to progress. You can re-sit the eLearning assessment as many times as needed and there is no lock-out period for re-sitting the test.

**Q:** Will I be notified if I am issued with an infringement notice?

**A:** Yes a notification will be automatically emailed to you and your company administrator.

**Q:** Do you have any other supporting materials available?

**A:** Yes there are lots of materials available to assist:

- We have uploaded a number of articles at the [Airside Driving Centre website](#) which you can access anytime. Please bookmark this page as it will be our main location for information and materials.
- AirDat have a large catalogue of help articles available online [here](#)

# AIRDAT PASSPORT – Drivers SUPPORT

## WHO CAN I CONTACT

For **business process** enquiries, such as you are unsure what information you need to provide or unsure how to make a course booking, please contact Sydney Airport at [airdat@syd.com.au](mailto:airdat@syd.com.au)

For **technical issues**, such as the website is down, please contact AirDat directly via the SUPPORT button, located at the top right of the AirDat website.

All general enquiries please contact Sydney Airport at [airdat@syd.com.au](mailto:airdat@syd.com.au) or on 02 9667 6320.